

**STATE OF CALIFORNIA
DEPARTMENT OF GENERAL SERVICES
TELECOMMUNICATIONS DIVISION**

NON-STATE AGENCY SERVICE POLICY

The Department of General Services, Telecommunications Division (DGS-TD) strives to ensure that quality telecommunications services and commodities are provided to all state agencies to meet their needs in a cost-effective, efficient and timely manner. In support of that mission, the Division offers a number of telecommunications services including long distance service through CALNET (California Integrated Telecommunications Network), the State's long distance network. Furthermore, the State periodically negotiates reduced rate contracts/agreements with Local Exchange Carriers (LECS) and Interexchange Carriers (IXCs) for various telecommunications services and/or equipment.

Although the Division's telecommunications services and offerings are specifically designed to meet state agency requirements, and contracts and agreements are negotiated specifically for use by state agencies, Telecommunications Division has the option to authorize their use by other public agencies as well. The following policies and procedures for requesting authorization to use CALNET, or authorization to use a State Master Contract or Agreement have been established by DGS-TD to validate eligibility of the requesting agency and for management of state liability as the Customer of Record.

POLICY/PROCEDURE

Approval from the Department of General Services, Telecommunications Division is required **prior** to the use of any DGS-TD network services, or Master Contract/Agreement for Centrex/CentraNet and related services. DGS-TD must also approve requests for service from CALDEX or a Department of General Services (DGS) Consolidated Centrex/CentraNet.

All requests along with required documentation will be submitted on a Telecommunications Service Request (STD.20) and will be sent to: Department of General Services, Telecommunications Division, Customer Support Services, 601 Sequoia Pacific Boulevard (MS-7-B), Sacramento, CA 95814-0282.

All entities requesting use of any of the aforementioned services shall certify that they are one of the following:

1. An entirely tax-supported agency;
- and**
2. A non-profit organization.
- or**
3. An agency with a Joint Powers Agreement with an agency that meets the requirements of Items 1 and 2.

NOTE: Any service authorized based on Joint Powers status must be used solely in support of tax-supported, non-profit agency business and must be discontinued at the termination of the Joint Powers Agreement.

All agencies meeting the above criteria shall, for the purposes of this document, be referred to as an "Authorized User." Department of General Services, Telecommunications Division, reserves the right to request documentation to substantiate authorization of user status as appropriate. It is the responsibility of the Authorized User to ensure that the contract/agreement being requested will be used only in support of government business.

To obtain authorization **solely** for the use of the DGS-TD Master Contract/Agreement:

1. Complete a Telecommunications Service Request (STD.20).

2. Attach documentation substantiating "Authorized User" status.
3. Sign and attach the last page of this "Service Policy" indicating you have read and agree with the conditions of this policy.
4. Submit package to DGS-TD.

To request service from CALNET, CALDEX, or a DGS Consolidated Centrex/CentraNet, agencies are subject to the following additional requirements:

1. A General Services Agency Code shall be included on the STD.20. If the requesting agency does not have a DGS Agency Code, enter "Code Required" in the appropriate box and attach a separate sheet of paper with the entire billing name and address (limit of five lines).
2. All telephone numbers added or deleted throughout the tenure of the service must be reported in writing (as changes occur) to: Department of General Services, Telecommunications Division, Attn: CALNET Accounts Administration, 601 Sequoia Boulevard (MS-307), Sacramento, CA 95814-0282, Telephone Number (916) 657-9450. Updated information shall include your DGS Agency Code and billing address.
3. Authorized Users are responsible for charges based on the Telecommunications Division's billing records until the Division has been notified in writing of the changes. No credits will be given for charges that accrue due to noncompliance with the notification procedure. Authorized Users may not rebill other agencies for charges accruing due to noncompliance with the notification procedure.
4. All invoices received from the Telecommunications Division which contain errors of \$5.00 or less will be paid as billed. Specific recurring errors of \$2.00 or more may be brought to the attention of CALNET Accounts Administration (CAA) for correction of subsequent invoices. Billing errors over \$5.00 may also be addressed to CAA.
5. All invoices for service provided via CALNET, CALDEX or a DGS Consolidated Centrex/CentraNet shall be paid promptly and in their entirety, subject to the conditions of Items 3 and 4 above.
6. The Authorized User is responsible for all bills associated with the Centrex/CentraNet service provided to their agency. However, the Authorized User does not have authority to transfer that service to another agency.
7. Centrex/CentraNet or CALDEX lines shall **NOT** be authorized to be connected as trunks or tie lines to a Private Branch Exchange (PBX) to provide access to CALNET.
8. Approval for common block additions/deletions for a CALDEX or DGS Consolidated Centrex/CentraNet system must be obtained from DGS-TD. Requests should be submitted on a STD.20 to: Department of General Services Telecommunications Division, 601 Sequoia Pacific Boulevard (MS-307), Sacramento, CA 95814-0282.
9. The State reserves the right to conduct periodic audits of all authorized services to ensure compliance with established policies.

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AGREEMENT**

I have read, understand and agree to all policies and requirements of the Non-State Service Policy Agreement (Revision 5/94).

I also certify that the requesting agency meets established criteria for "Authorized User" status.

Violations of any of the requirements stated herein may subject the Authorized User to penalty fees and/or discontinuance of service.

Requesting Agency

Date

Authorized Agency Representative

Signature

Telephone Number

Revision 6/94